Ready or not...

Your company, your boss, your coworkers, your customers, your employees, and (at the moment, most importantly) your college degree are all depending on you to research this one pesky problem. Maybe this sounds easy to you. Maybe your job requires that you frequently spend hours researching various topics, or while others are playing tennis or refinishing antiques or watching reality TV, you spend your free time doing library research; then again, maybe not.

Whether you use academic libraries on a regular basis or you haven’t wandered into one since high school, the staff of the Malone University Library, are here to help you. In this section we’d like to help you organize the concepts involved in your topic, find the best search tools to help you retrieve the most useful information, show you how to use those tools, and then get the information into your hands. Now doesn’t that sound like fun?
Research begins here at the library

REGULAR SEMESTER HOURS:
Monday – Thursday 7:30 AM-11:30 PM
Closed Wednesday during Community Worship
Friday 7:30 AM-5:00 PM
Saturday 10:00 AM-5:00 PM
Sunday 2:00 PM-10:00 PM

For summer hours, holidays and breaks, see the library website: Special Library Hours

CONTACT US
Reference (330) 471-8314 reference@malone.edu
Circulation (330) 471-8317 libcirc@malone.edu

RESOURCES
- Library Website https://www.malone.edu/academics/academic-resources/library/
- The Pioneer Trail (Trail): a discovery layer software component for libraries that provide a search interface for users to find information held at Malone. It searches multiple materials at the same time including full-text articles, books, e-books, news items and more.
- OPAL (Library Online Catalog): Malone shares this catalog with 24 other college libraries. If we don’t have the item you want, check to see if any of the other libraries have it available and request it. You can also manage item renewals by clicking on the My Account link located on the library homepage and at the top/bottom of the OPAL catalog.
- OhioLINK: OPAL + the other large colleges and universities in the state of Ohio. If nobody in OPAL has your book, you can request it from one of the OhioLINK libraries for delivery in 3 to 4 working days.
- Electronic Databases – periodical indexes, full text articles and reference sources available through the library webpage. Click on “Research and Journal Resources” under the “Research Sources” column.

INFORMATION TECHNOLOGIES DEPARTMENT
For technical support (login issues, questions about MaloneXpress and Media services) contact Malone’s IT department
Monday-Friday 8:00 AM – 5:00 PM
Contact the Help Desk
Call: (330) 471-8428
Email: helpdesk@malone.edu
CIRCULATION INFORMATION:

When taking out or requesting materials at the library circulation desk you must ALWAYS have your Malone University student ID, or 14-digit ID#. If you lose your card, the number can be found by signing into Malone Xpress.

Circulation policies can change. To find updated policy information on fines and borrowing materials here at the Malone library, from other OPAL libraries, OhioLINK or SearchOhio, go to the library homepage and click on the “About the Library” link. Scan to the bottom of the page and find the policy you are looking for in the Policies box.

All Malone, OPAL, and OhioLINK items are available for renewals if nobody else has placed a hold on the item. To renew items, you can access your patron record (My Account) or visit or call the library circulation desk. (330-471-8317)

Interlibrary loan renewals vary depending on the lending institution. Fines for late/lost items can be steep so be sure to check/remember when your items due date.
LIBRARY RESEARCH PROCESS OVERVIEW

Step 1: Conceptualize the idea

You will already have selected a topic for your research when you begin this module. That's the hardest part. Now it's time to …

Step 2: Analyze key concepts, define your topic, select keywords, and plan your search

Your topic, or problem, will generally contain several concepts. It is helpful to separate them and begin to think of synonyms or related words for each concept. For example, an insurance agency could have problems with its insurance agents leaving either to go to other agencies or just quitting the insurance business; therefore, they need to find ways to keep employees after spending time and money to train them. We can distill that idea into a few basic concepts from which we can begin our search:

Retaining * insurance agents * in an insurance agency

If we divide these 3 main ideas into columns and list possible synonyms, we might get something like this:

<table>
<thead>
<tr>
<th>Retention</th>
<th>Insurance agents</th>
<th>Insurance agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnover</td>
<td>Salespeople</td>
<td>Insurance agency</td>
</tr>
<tr>
<td>Employee retention</td>
<td>Salespersons</td>
<td>Insurance companies</td>
</tr>
<tr>
<td>Employee turnover</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job satisfaction</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

These are the terms we would start with to search indexes and computer databases.

Note that you can also include a “fix it” column for any search that can include terms for possible ways to help solve the problem. In this case, you might use terms such as: training, incentives, bonuses, mentoring, guaranteed base salary, rewards, etc.

Each database or index uses a standard list of subject terms or descriptors. Librarians refer to this as “controlled vocabulary.” Just to keep life interesting, the preferred terms are not necessarily the same in every database. One database might use the term “job satisfaction” while another might use “work (attitudes toward).” That’s why you want to list as many synonyms as possible. If your search still gives no results or you have trouble finding information directly related to your topic, it is likely you are using different terms from those preferred by the index you are searching. Most of the electronic databases will allow you to consult an on-line thesaurus.

Until you are certain you have the appropriate terms, it is often wise to begin by searching for keywords. In the electronic databases, the keyword function will not only look for your terms as subject, but also within the title or the article abstract. Once you have found one related article, you can check the attached list of subjects to limit your search accordingly.
Your turn: Exercise:

**Step 1:** Briefly explain your problem or research interest

**Step 2:** Divide your problem into its major concepts

Then, make the appropriate number of columns listing all the synonyms you can think of.
Step 3: Select Appropriate Resources

So, now that you know what you’re looking for, where do you look?

Library Guides

Business Resources is a guide that has been created for use by business students in the undergraduate, as well as graduate classes. You can find it by clicking on Course/Research Guides under the “Research Sources” column on the library page, or by entering http://libraryguides.malone.edu/business. The guide contains links to various resources available here at Malone or through the Internet. It also contains information on the APA Citation Style. Other guides you may find useful are the APA Citation Style, 6th edition, FAQs: Answers Here, which contains answers to many of your questions pertaining to access and printing issues, Copyright and Plagiarism, which contains basic information about copyright and fair use, and What’s New in the Cattell Library, which will keep you up-to-date on new resources added to the library.

Finding books

- **Malone University Library**: Regular circulating books can be borrowed for 3 months at a time. Check the OPAL catalog for call numbers and be sure you have your Malone University student ID. Malone uses the Dewey Decimal Classification System to shelve books, which is described in Appendix A.

- **eBooks**: EBSCOHost, ebrary, OhioLINK Electronic Book Center: These are just a few databases containing full-text books that can be accessed and read on your computer.
  - The OhioLINK e-Book Book Center can be searched from the OhioLINK site (www.ohiolink.edu). See Appendix B for more information on using ebooks.

- **OPAL** (Ohio Private Academic Libraries): The Malone University library is a member of the OPAL consortium, which consists of libraries from twenty-four colleges and universities in the state of Ohio. All the OPAL schools share one electronic catalog, which means that you can search not only Malone’s library, but also all the other libraries as well. You can request any available item from an OPAL library and it will usually be here in 3 to 4 working days.

- **OhioLINK**: Through its membership in OPAL, Malone is a member of OhioLINK, a statewide central catalog and resource-sharing consortium for most of Ohio's universities and colleges. Malone students may order available materials from OhioLINK’s 47,000,000-item catalog for delivery to Malone or to another OhioLINK school.
  - Malone students may also go to any OPAL or OhioLINK library and borrow items directly with a current Malone University student ID.
Finding periodical articles

- **Pioneer Trail (Trail):** Your first place to go for full-text articles is the Pioneer Trail.
- **Electronic Databases:** The library provides access to over 100 computer-based periodical indexes, full text articles, and reference databases, many of which can be accessed via the Internet from your office or home. Some of the most popular of those are included in the following groups of databases:
  - **Malone Databases:** a list of all the databases available through Malone is located on the Research and Journal Resources page.
  - **OhioLINK Databases.** Through our participation in OhioLINK, we have access to an ever-growing list of indexes and reference sources, many of which are full-text or which provide access to other full-text databases. These can be accessed from home or office in addition to in-library use. A large number of these databases are part of the EBSCOHost database group: A few databases that you might find most relevant to your search are:
    - Academic Search Complete (EBSCOHost interface) [begin with this database]
    - Business Source Complete (EBSCOHost interface)
    - Hoovers Online
    - LexisNexis Academic
  - In addition, the library independently subscribes to a number of EBSCOHost databases such as:
    - Christian Periodical Index
    - Philosopher’s Index
    - Social Work Abstracts
  - **JSTOR databases:** These include the full text articles from complete runs of scholarly journals beginning with the first volume of each title up through three or four years ago. This gap in time allows the publishers to sell the most current paper editions before they are made available online. Each word in each article is indexed for comprehensive retrieval. Malone has been able to buy the following collections that include over 1,000 total titles:
    - Arts & Sciences I Collection, Arts & Sciences II Collection, Arts & Sciences III Collection, Arts & Sciences IV Collection, Arts & Sciences VII Collection,
    - Ecology & Botany Collection and Health and General Sciences Collection

Finding Government Documents

Government documents can be viewed online or obtained by interlibrary loan from depositories in the region.

Interlibrary Loan

If you cannot obtain a book through OPAL or OhioLINK or if you cannot get access to a periodical article either here in our library or through one of the full text sources, our interlibrary loan librarian will do her best to track it down and have it delivered to you here at our library. Simply complete an Interlibrary Loan Request Form online or in the library at the circulation desk. Interlibrary loans may take anywhere from 3 days to 2 weeks to arrive. Occasionally, there may be a service charge assessed by the supplying library for postage or copying expenses.
If you would rather do your own interlibrary searching, we can help you find where materials are held in other libraries within the region so that you can go photocopy or borrow the materials yourself.

**Step 4: Access the Resources**

Great, now I know what resources are available, but

**How do I...?**

…**log on to the library computers?**

Use your Malone email user name and password:

- **User name** = first initial, middle initial, last name, number 1 (If you have a common last name, like Smith or Jones, you may be a 2, 3 and so on)
- **Password** = first, middle, last initials + last 4 digits of your social security number (you will be prompted to change it at first use)
- **Domain** = Malone

…**find books through OPAL?**

To access the OPAL catalog from inside the library, select a browser, and go to the Library Webpage. Then click on the OPAL Malone Catalog link found under Research Sources

To access the OPAL catalog from outside the library, go to the Malone College Library Home Page: (https://www.malone.edu/academics/academic-resources/library/)

Searching from off-campus will automatically lead you to an ALL OPAL LIBRARIES search. To limit the search to Malone, click the down arrow to the right of ALL OPAL LIBRARIES and select Malone from the dropdown menu.

…**request books from OPAL?**

Click on the title of the book you want. Check to make sure the item’s status is Available,

- Click on the Request button at the top of the screen.
- Type in your name = Last, First
- Type your barcode (from your Malone University ID)
- Select Malone as your pickup location.
- Be sure to LOGOUT after completing a search

…**find books through OhioLINK?**

To access the OhioLINK catalog, click on the link under Research Sources on the library homepage

…**order books from OhioLINK?**

Remember to order through OPAL if it is available. If you find a book you want in the OhioLINK catalog:

- Click on the title of the book and make sure its status is Available
- Click on request this item,
- Select your institution = Malone University
- Type your name = First Last
- Type your barcode from your Malone ID card
- Pickup Institution = Malone University
- Pickup Location = Malone Library Circ. Desk
- Be sure to LOGOUT after completing a search
... renew books that I have checked out?

(you must do this before they are overdue)

Go to the Library Homepage

Click on “My Account”
Type in your last name, first name in the first box
Type in your student ID barcode number in the second box
Click “submit”
Click the “Checked Out Items” button to see your checked out items
Either click the “Renew All” button, or click the boxes in front of the items you want to renew and click the “Renew Selected” button.

... search the OhioLINK or Malone Databases from outside the library?

From the library homepage, click on Research and Journal Databases. You can then select to search Malone Databases A-Z or by Subject. If you wish to search OhioLINK Databases, click on the link in the Quick Links box on the right.

To access any database from off campus, go to the library web page. Under “Research Sources,” click Research and Journal Databases. Click on the database that you want to access, and you will be asked to enter your last name and your Malone barcode number. Some of the databases on the Malone database list are also in OhioLINK, and some are not.

... find a periodical article?

Online: You can find out if the full text of the article is available online through the index you are searching. The database will indicate that PDF or HTML full text is available for each article entry. If it is not available there, click on the “Full-Text Finder” link to see if you can be linked to full text in another database. To find out if Malone University Library has access to full text of a specific journal title, go to the library home page, go under “Research Sources,” click on “Research and Journal Databases, “ then click on the Full-Text Finder button and type in the name of the journal—this site will lead you to the specific issues and articles for each journal title.

At Malone: You can find out if Malone's library has that particular journal by searching the OPAL catalog. Periodicals are generally located in one of these locations:

- The current year is in the Display Area (first floor; NE corner)
- Past years are usually either in the
- Bound Periodicals section (third floor)),
- Microfiche (blue cabinets against outside North wall),
- Microfilm (cabinets at end of Reference section)
Database Search Tips and Techniques

Truncation

In some of these terms, there are singular and plural possibilities for each term, such as diet or diets. To handle this, electronic databases allow you to use truncation, a way of inputting the terms that allows for alternative forms of the terms. Different electronic databases have various methods for inputting these terms.

Truncation Symbols

EBSCOHost: * (for single and multiple characters)
OhioLINK interface: $ (for a single or multiple characters)

Therefore,
In EBSCOHost, you could input: diet* (for diet or diets or dietitians or dietetics)

OhioLINK, you could input: diet $ (for diet or diets or dietetics or dietitians)

Truncation even works inside words. For instance, wom*n or wom$n would find both woman and women.

Boolean Search Operators

There are three basic ways to connect search terms. These connectors, called Boolean search operators, are the words OR, AND, NOT.

OR: links synonymous terms to find a citation that contains any one of the terms.

Example: the search “worker or employee” would find any article that contains either one of those terms

AND: lists only the articles that contain both terms.

Example: the search “worker and employee” would only list articles that contain both terms

NOT: is used to exclude a search term or a previously looked at set of citations from the current set of citations that you want to retrieve.

Example: the search “worker* not employee*” would list articles about workers, but not about employees.

This might be helpful if you have already searched one term and want to exclude those articles in further searches.

Sets and Search History

When you input a Boolean search, a "set" is created which can also be used with OR, AND, or NOT operators to combine with other sets. The searching software from different database vendors labels these results in slightly different ways, so you will need to adjust accordingly.
For example, the following 3 searches:

employee retention or employee turnover or job satisfaction
insurance agents or salespeople or salespersons
insurance agencies or insurance companies

would be labelled differently in each of the following databases

EBSCOHost: S1, S2, S3 (this is a database vendor interface under the Malone databases or OhioLINK databases).

OhioLINK: s1, s2, s3

You can re-input these sets numbers in the following way to make new search statements:

S1 and S2 (EBSCOHost), or s1 and s2 (OhioLINK). This listing of search results is called the search history. Using a search history enables you to type in new keywords and refer to earlier searches without retyping all the keywords you previously entered.

**Nesting**

This is a way to include sets of synonyms in parentheses ( ), and type the AND operator between the sets, so that you only have to input one line (instead of inputting several search statements, with several set numbers). This is especially useful in databases that only allow you to type in one line for a search statement and do not let you use a search history.

Here is a sample:

(employee retention or employee turnover or job satisfaction) and (insurance agents or salespeople or salesperson*) and (insurance agencies or insurance agency or insurance companies)

This method requires that you re-enter an entire search statement if you want to change any of the keywords. You can’t reuse sets such as S1 and S2 as you can in the search history.

Another example of nesting which also shows how the NOT operator could be useful is this: you want to find articles about social or special interest clubs, but you don’t want articles dealing with health clubs, sports clubs, or athletic clubs. Type in:

clubs not (athletic or sport* or health or golf or baseball or tennis or hockey or football).

This should result in articles related to your topic. Or, you could be more specific and input:

clubs and (social or dog or animal or cat or fraternal)
EBSCOHost Databases: Searching for, saving, and sending business articles and citations to yourself

Selecting the databases to search:
Go to the Malone University home page, under Research Sources click on Research and Journal Databases then click on the EBSCOHost button. If you are off campus, you will then need to enter your last name and the 14-digit barcode number on your ID card.

On the “Choose Databases” screen, click the boxes in front of the databases that you would like to use, and then click the “Continue” button at the top or bottom of the list.

Here are some good databases to use for business:
- Academic Search Complete/Premier
- Business Source Complete
- Business Source Premier
- Entrepreneurial Studies Source
- Regional Business News
- Risk Management Reference Center

Inputting a search:

- As an example, type “insurance agent*”. The asterisk (*) is a truncation symbol that allows for different endings on words. Putting “quotes” around search keywords that are two words or more will force the system to look for the words together rather as separated words. Once you do a search, a column appears to the left of the list of articles that allows you to “refine your results” by limiters such as whether the article is full-text, has references, or is scholarly; also by “source types” or by “subject: thesaurus term,” or by “subject.” If you click the various boxes to limit your results, EBSCOHost will reduce your results using those limiters. Under “subject: thesaurus term,” you could click “Insurance agents” if you want only articles which have been assigned this subject term (SU) instead of just having “insurance agent*” somewhere in the article’s summary or text.

- Type “employee retention” and click the “subject: thesaurus term” box, then click “Employee retention” if you want only those articles have this as an assigned subject. Another useful method for this search might be to type into the find box: “employee retention or employee turnover or job satisfaction.” This creates a set for all three keywords that you can use against the “insurance agents” set.

- Click the “Search History” link just under the search boxes to see the separate search sets (S1, S2, etc.) that your search has created.

- Click “Clear” tab to the right of the “Search” tab.

- Click the boxes in front of the search sets you want to combine.

- If you want to find articles that compare these sets (both terms have to be found in the article description) to narrow the search results, you can combine sets using the “Search with AND” bar (located just above the search set listing). If you want to combine all the articles together that have any of the keywords in any of the descriptors in the search sets, you can combine the sets using the “Search with OR” bar. Most of the time you will want use “Search with AND” option to find the combination of the two major concepts or sets of keywords.

- Once you click the “Search with …” bar, the search results from combining the search sets will display. You will have to scan down past the search history to see the results. You can turn the search history off (and back on) by clicking “Search History.” Click the title of an article if you want to read the full entry, including the summary. You can move forward and back through the full entries by clicking the back and forward arrow boxes.
next to “1 of 28” above the article title inside the wide light blue band. It is important to look at the summaries on the full article listing to determine whether each article is relevant for your research. If there is full text, it is indicated to the left of each full entry. If there is no full text indicated, always click “Full Text through LinkSource” to see if the system will link to full text in a different database. You should print out the linked full text when you find it at this point.

Click the “help” button in the blue band in upper right corner of the search screen and a large number of help topics will appear, including further tips on searching, saving, and sending articles.

Selecting articles for printing or emailing:

On the right of the full article display, a “Tools” column appears. You can click on the “Add to folder” symbol to save articles that you can read later (You need to set up an EBSCOHost account to retrieve saved articles in your folder). There are also “Print,” “Email,” “Save,” and “Cite” symbols in this column so that you can do these things with individual articles. If you save articles to a folder, you can do these things later with the entire folder.

Once you have saved the articles you want, click the yellow icon named “Folder” in the dark blue band at the top of the screen. A screen will come up listing the articles in the folder that will enable you to send the records to your email, including any attached PDFs as separate emails. Click the boxes in front of the items you want to email or click “Select/deselect all”, and then click the white envelope with an arrow that indicates email, type in your email address and a name indicating what your file contains. Select “PDF as separate attachment,” and “Citation Format “(APA), then Select “Send in plain text format” and click the send button.

Finding the full text articles if they weren’t linked to the article entries (note: this was described briefly under “… find a periodical article?”)

On the Malone Library page, under “Research Sources,” click “Research and Journal Resources” then click on either the Electronic Journal Center (EJC) or Full-Text Finder button and type in the exact name of the journal. If there is a full text file available, a listing of the volume ranges will come up along with the name of the database where the full-text file is found. Click the name of the database, and you will see a file of years for the title; click on the year, then the issue, and finally the listing for the article you are trying to retrieve, and the PDF will be accessible.

If an electronic full-text copy is not available, then check Malone University Library OPAL catalog, or the list of current Malone Library periodical/journal holdings to see if we have a hard copy file of the journal.

If you haven’t located the full text of an article at this point, go to the OhioLINK library catalog (under www.ohiolink.edu) and type in the name of the journal and see if there are any holdings for the volume that you want in the OhioLINK libraries. You will then be able to fill out an interlibrary loan form and the interlibrary loan librarian will request it for you.

Special Note: If you are writing your project in the library or on campus, always save your project on your H: drive. This saves your paper on the campus system drive so that you can access it from any campus computer.
**Appendix A: Locating Books on the Shelves – Classification Schemes**

Most libraries use a subject classification to keep books in order on the shelves. (Special collections, such as government publications or films, may be arranged by other categories.) Arranging books by subjects permits the user to browse the shelves to find books that may have been missed in a search through the card catalog or that may have been listed under a different subject heading. **Malone University Library uses the Dewey Decimal System.**

<table>
<thead>
<tr>
<th>Library of Congress System</th>
<th>Dewey Decimal System</th>
</tr>
</thead>
<tbody>
<tr>
<td>This system was developed by the nation’s largest library and is used by many college and university libraries.</td>
<td>A more general classification scheme</td>
</tr>
<tr>
<td>A – General Works</td>
<td>000 – General Works</td>
</tr>
<tr>
<td>B – Philosophy and Religion</td>
<td>100 – Philosophy</td>
</tr>
<tr>
<td>C – History – Auxiliary Science</td>
<td>200 – Religion</td>
</tr>
<tr>
<td>D – History and Topography</td>
<td>300 – Social Sciences</td>
</tr>
<tr>
<td>E – American History</td>
<td>400 – Languages</td>
</tr>
<tr>
<td>F – American History</td>
<td>500 – Pure Sciences</td>
</tr>
<tr>
<td>G – Geography and Anthropology</td>
<td>600 – Technology</td>
</tr>
<tr>
<td>H – Social Sciences</td>
<td>700 – Fine Arts</td>
</tr>
<tr>
<td>J – Political Science</td>
<td>800 – Literature</td>
</tr>
<tr>
<td>K – Law</td>
<td>900 – History</td>
</tr>
<tr>
<td>L – Education</td>
<td></td>
</tr>
<tr>
<td>M – Music</td>
<td></td>
</tr>
<tr>
<td>N – Fine Arts</td>
<td></td>
</tr>
<tr>
<td>P – Language Arts and Literature</td>
<td></td>
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<tr>
<td>Q – Science</td>
<td></td>
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<tr>
<td>R – Medicine</td>
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<td>S – Agriculture</td>
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<tr>
<td>T – Technology</td>
<td></td>
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<tr>
<td>U – Military Science</td>
<td></td>
</tr>
<tr>
<td>V – Naval Science</td>
<td></td>
</tr>
</tbody>
</table>

If the book is not on the shelf, check the surrounding tables as someone else may be using it. It could also be checked out, at the bindery, lost or stolen.

Ask a librarian for help in locating or requesting it from another library through OPAL or OhioLINK.
Appendix B: How to use eBooks

eBooks are a part of the Malone Library collection that can be a convenient resource for your research. Essentially, they are full-text books available online for you to browse, download, and check out. Once they have been downloaded to your account, you can read them anytime, anywhere on your PC, laptop or mobile device,

- Search the Malone Library Catalog (OPAL) box on the library homepage. Under Material Type select EBOOK, and then type in a keyword or two (such as: management and leadership). This will bring up all of the Malone ebooks that are available on that topic in the various eBook databases that Malone has access to. Note that some items contain multiple links such as OhioLINK, SpringerLINK and SpringerLINK – off campus. Be sure to click on the appropriate link for your location. Clicking on the link should take you to the full-text for that item. You can then search within the eBook for specific data or browse the Table of Contents. Printing varies by publisher.
- You can also look at the eBooks @ Malone University Library Guide http://libraryguides.malone.edu/c.php?g=511542 for more information on how to access, and a list of eBook Collections available at Malone.

updated 10/2017 ko